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June 22, 2010

**VIA ECFS**

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Room TW A325  
Washington, DC 20554

**RE: Section 63.71 and 63.19 Application of Verizon to Discontinue Post-Paid Calling Card, Personal Toll-Free and Away From Home Services (WC Docket No. 10-115); and Section 63.71 and 63.19 Application of Verizon to Discontinue SmartTouch (WC Docket No. 10-116).**

Dear Ms. Dortch:

A few additional customers have submitted comments concerning Verizon's applications to discontinue Post-Paid Calling Card, Away From Home, Personal Toll-Free, and SmartTouch services.<sup>1</sup> These comments do not provide any basis for concluding that the public convenience and necessity would be adversely impacted by the proposed discontinuances or that customers would be unable to receive service or a reasonable substitute from another carrier. Accordingly, the Commission should automatically grant Verizon's discontinuance applications.

**1. There are Several Alternatives to the Services Being Discontinued**

Most of the customers who objected to Verizon's proposed discontinuance of Post-Paid Calling Card service confused that product with Verizon's pre-paid calling cards.<sup>2</sup> Verizon's customer service team has advised these customers that their Verizon pre-paid calling cards are

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<sup>1</sup> Verizon also has a pending application to discontinue post-paid calling cards that were issued to business customers. See Application of Verizon Enterprise Solutions LLC to Discontinue Domestic Telecommunications Services, WC Docket No. 10-114 (filed May 5, 2010). Based on Verizon's review of the customer comments, it does not appear that any of the customer comments addressed that discontinuance application.

<sup>2</sup> Unlike pre-paid calling cards, which customers typically pay for up-front, the costs for calls placed using post-paid calling cards are billed to the customer's account.

not being discontinued. And, the discontinuance of Verizon's Post-Paid Calling Cards will not have any impact on the use of third-party pre-paid calling cards on Verizon's network.

Other customers submitted comments in which they expressed concern over their ability to find comparable alternatives to Post-Paid Calling Cards, Personal Toll-Free, or SmartTouch services. However, Verizon and other providers offer alternatives to these services, including pre-paid calling cards, and wireless phones (both prepaid and monthly subscription plans). Verizon's customer service team has advised each commenting customer about these alternatives.

As explained in Verizon's discontinuance application, SmartTouch is a pre-paid long distance service that allowed customers to prepay their anticipated monthly long distance expenses.<sup>3</sup> SmartTouch service was linked to customers' home telephones, and SmartTouch customers could also request a calling card so they could make long distance calls when they were away from home. Calls placed using these cards would be deducted from the customers' SmartTouch account balance. Pre-paid long distance calling cards and pre-paid wireless phones are alternatives to SmartTouch. Like SmartTouch, pre-paid calling cards and pre-paid wireless phones allow customers to place long distance calls, and also provide customers with predictable long distance expenses.

Verizon's Post-Paid Calling Card Service was made available to Verizon's long distance customers on request, and was a precursor to the pre-paid calling cards that are widely available today. Post-Paid Calling Card Service allowed customers to make long distance calls when they were away from home, the costs of which were billed to customers' long distance account. Pre-paid calling cards, and wireless phones (both pre-paid and monthly subscription plans) are alternatives to Post-Paid Calling Card Service.

Like post-paid calling cards, personal toll-free numbers were available to Verizon's long distance customers on request. Customers could use personal toll-free numbers to place long distance calls to any telephone number (such as their home telephone) that was linked to their personal toll-free number. Many customers used this service to place long distance calls to their home when they or family members were away from home. Numerous providers continue to offer personal toll-free numbers.<sup>4</sup> In addition, pre-paid calling cards and wireless phones are alternatives to Verizon's Personal Toll-Free Service.

## **2. Impacted Customers Received Appropriate Notification.**

The Commission's public notice on Verizon's application to discontinue Post-Paid Calling Card, Away From Home and Personal Toll-Free services sought comment on the steps

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<sup>3</sup> Application of Verizon Long Distance to Discontinue Smart Touch, WC Docket No. 10-116, at 2 (filed Apr. 26, 2010).

<sup>4</sup> See, e.g., My 800 Online (<https://www.my800online.com/>), Cucumber Communications (<http://www.cucumber.com/tollfree.htm>); My1Voice ([http://www.my1voice.com/lps/toll-free-phone-number.aspx?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=GSD&utm\\_term=personal%20toll%20free%20number&utm\\_content=Toll%20Free%20Number](http://www.my1voice.com/lps/toll-free-phone-number.aspx?utm_source=google&utm_medium=cpc&utm_campaign=GSD&utm_term=personal%20toll%20free%20number&utm_content=Toll%20Free%20Number)).

that Verizon used to notify customers concerning the proposed service discontinuances.<sup>5</sup> Under the circumstances present here, a combined oral notice and a bill message was the most efficient, cost effective means of providing notice to impacted customers. All impacted customers received written notification concerning the proposed notice via a bill message.<sup>6</sup> The bill message complied with the written notice and content requirements of 47 C.F.R. § 63.71. In addition, individuals who use post-paid calling cards or who dial Verizon personal toll-free numbers hear an oral message concerning the proposed discontinuances.<sup>7</sup> For post-paid calling cards, the message is audible to the party who uses the card to make a call. For personal-toll free service, the message is audible to the party who dials the personal toll-free number, which may include the Verizon customer, or family members or acquaintances who dial the customer's personal toll-free number.

Only two of the twelve comments concerning the proposed discontinuances of Post-Paid Calling Card, Away From Home and Personal Toll-Free Services commented on the method that Verizon used to notify customers concerning the proposed discontinuance of these services.<sup>8</sup> Contrary to the claims of these customers, the bill message used here was an adequate means of providing written notice to impacted customers. The bill message used here was clear and conspicuous, and the number of comments filed confirms that this bill message was visible and an adequate, effective means of providing notice to impacted customers. Bill messages are routinely used to provide important notices to customers, and the Commission and numerous state public utilities commissions allow for the use of bill messages to provide required written notices to customers.<sup>9</sup> And, bill messages have been used to notify customers of other

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<sup>5</sup> See *Comments Invited on Application of Verizon Long Distance LLC to Discontinue Domestic Telecommunications Services*, Public Notice, WC Docket No. 10-115; DA 10-986 (Released May 27, 2010).

<sup>6</sup> See *Application of Verizon Long Distance LLC to Discontinue Domestic Telecommunications Services* at 3, WC Docket No. 10-115 (Filed Apr. 30, 2010).

<sup>7</sup> See *Application of Verizon Long Distance LLC to Discontinue Domestic Telecommunications Services* at 3, WC Docket No. 10-115 (Filed Apr. 30, 2010). The audible message for Verizon's post-paid calling cards can be accessed by dialing 1-800-255-2255 or 1-800-225-5483. Individuals placing calls using post-paid calling cards are able to speak with live operators who can answer further questions concerning the proposed discontinuances. Individuals placing calls to personal toll-free numbers also have the opportunity to speak to a live operator about the proposed discontinuances.

<sup>8</sup> See, e.g., Customer comment dated May 26, 2010; Customer comment dated May 14, 2010.

<sup>9</sup> See, e.g., *Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991*, Second Order on Reconsideration, 20 FCC Rcd 3788 ¶ 19 (2005) (clarifying that carriers can use conspicuous bill messages to comply with the do-not-call list notice requirements in 47 C.F.R. § 64.1200 (g) and acknowledging that bill messages "may be a less expensive and an efficient alternative to a separate page in the bill for some carriers"); see also, New York Public Service Commission, Order Waiving Newspaper Publication for Certain Routine Telephone Tariff Filings, *Streamlining Approval Procedures for Routine Submission by Regulated Utilities*, Case 99-M-1571 at 2 (Dec. 2000) (waiving newspaper notification for routine tariff filings where customer notice was provided by "bill insert, bill message or separate billing."); Massachusetts Department of Telecommunications & Energy, Industry Notice, Customer Notice of Rate Increases, (Released Feb. 8, 2002) (noting that telecommunications carriers must notify

Commission authorized service discontinuances.<sup>10</sup> Thus, bill messages are an adequate means of complying with the written notice requirement of 47 C.F.R. § 63.71. In any event, Verizon also used an oral message as an additional means of notifying customers who use these services about the proposed discontinuances.

As Verizon explained in its discontinuance applications, the public convenience and necessity will not be impaired by the proposed discontinuances because there are many comparable, alternative long distance services available to the impacted customers. Accordingly, the Commission should automatically grant Verizon's discontinuance applications.

Sincerely,



Ann Berkowitz

Attachments

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customers of rate increases through a "bill insert, bill message, separate mailing or similar means."); Arizona Corporation Commission, (noting that customer notice of increases in tariffed rates may be provided "in the form of a bill insert, bill message or direct mailing") available at <http://www.cc.state.az.us/divisions/utilities/TARIFF/util-tariffs-faq.asp#i>. ; Washington Admin. Code, 480-70-271 (1)(d)(i) (providing that for rate increases or changes, and restrictions to access to service (including discontinuances) "[n]otice may be provided by bill insert, bill message, message printed on the back of the billing envelope, separate mailing, or by can tag.") available at <http://apps.leg.wa.gov/wac/default.aspx?cite=480-70-271>

<sup>10</sup> See, e.g., *Comments Invited on Application of Bell Atlantic Communications Inc., d/b/a Verizon Long Distance Application to Discontinue Domestic Telecommunications Services*, Public Notice, 18 FCC Rcd 7072 (2003) (noting that customers were notified of the proposed discontinuance of casual calling services via a bill message).

**Comments and Verizon Responses for  
Application to Discontinue SmartTouch  
Service (WC Docket No. 10-116)**

May 11, 2010

Federal Communications Commission  
Wireline Competition Bureau  
Competition Policy Division  
Washington, DC 20554

RE: 63.71 Application of Verizon Long Distance LLC

To Whom It May Concern;

I received a customer letter dated April 26, 2010 regarding Verizon Long Distance discontinuing my prepaid long distance calling plan, SmartTouch. I was instructed to contact Verizon regarding this cancellation. I was informed my Mrs. Carr, in Customer Service, that I had a choice of choosing another long distance plan or if I did nothing, Verizon may choose a new plan for me. I was also told that either way, whether I chose a new plan or not, I would be charged a service fee. When I protested about the fee for a change I did not initiate, Mrs. Carr became quite rude and put me on hold only to be informed that "legal" said there was no way around the fee.

I understand that products and business change or become discontinued-I do not have a problem with that. What is concerning is that I am forced to pay a "service fee" when I did not ask for the cancellation of SmartTouch or choose to purchase another one of Verizon's services (long distance).

I feel that Verizon is taking advantage of their customers by requiring a fee for something the utility company is cancelling. I am not certain that your address is the correct one for this complain, (it was the only one that was referenced on my Verizon letter), but hope someone will look into this. I realize the fee is not that material, but it is the principal that Verizon is allowed to not only cancel a service, but charge the customer for that cancellation. This is just wrong.

Thank you for your time.

Sincerely,



P.O. Box 152013  
HQRC2A01  
Irving, TX 75015

June 3, 2010

Dear

We apologize for any inconvenience or trouble you may have experienced with regard to your Verizon account.

Over the past few days I have attempted to contact you regarding this matter, but I have been unsuccessful. Please feel free to contact me at 888-483-7770 should you have any additional questions or concerns regarding this matter. I am in the office between the hours of 8:00 a.m. and 5:00 p.m. Central Time, Monday -Friday.

Again, we apologize for any trouble or inconvenience this matter may have caused you.

Sincerely,

Demetrius Polinick  
National Executive Customer Service

**Comments and Verizon Responses for  
Application to Discontinue Post-Paid Calling  
Card, Personal Toll-Free and Away From  
Home Services (WC Docket No. 10-115)**



Received & Inspected

MAY 26 2010

FCC Mail Room

May 14, 2010

**Federal Communications Commission  
Wireline Competition Bureau  
Competition Policy Division  
Washington, DC 20554**

**Re: § 63.71 Application of Verizon Long Distance LLC**

We recently received our monthly statement from Verizon which included, on page 5 in very small printing, a statement declaring on July 1, 2010, Verizon Long Distance will discontinue providing service for our Personal Toll Free Service, which we have had for many years. (REDACTED). After speaking with a Verizon representative on May 14, 2010, we find we have no other recourse but to file our protest against this proposed discontinuance.

We find we are now unable to receive substitute service of this kind from any other carrier and this will certainly be a hardship to us. We have always paid our account in a timely manner and depended on this needed Toll Free service. Over the years have added to the number of services we purchase from Verizon and we have terminated receiving these services from other providers. Verizon currently provides our telephone service, television satellite service, computer internet services (and cell phone service, for which we are billed separately by Verizon Wireless). We have "put all our eggs in one basket," so to speak, in order to have the services needed on our very limited income, and now find we have no leverage with any other carrier. We are in our seventies and are stunned by the time and effort it requires to go through our monthly five page Verizon statement. The notice regarding the cancellation of our Personal Toll Free Service was appeared, in smaller printing, on page 5, under the heading "Need-to-Know-Information," with headings such as "Bankruptcy Information," "Closed Captioning Concerns," etc. Then the appeared, "Notice of Service Change" which is where Verizon included the cancellation of our Personal Toll Free Service. A recorded message on our Toll Free line greets our callers with the information that this service is being cancelled and no longer available after July 1. This is the state of a supposedly prestigious company's consumer relations with people who have been customers for so many years.

Your assistance in this matter would be of great benefit to us. Please consider the necessity of this service, for those of us who depend on our toll-free telephone line. We will now be left without the Personal Toll Free Service we need and contracted to have available as customers of Verizon for so many years.

Sincerely,



June 10, 2010

HQE04D35  
P.O. Box 152013  
Irving, TX 75015  
1-888-483-7770

This letter is in response to your May 14, 2010 letter addressed to the Federal Communication Commission (FCC) expressing concern with regard to the notice of service change regarding Verizon Long Distance (VZLD) Personal Toll Free Service (PTFS).

Unfortunately, VZLD will no longer be providing PTFS to our customers effective July 1, 2010. As an alternative to our PTFS, Verizon suggests using a pre-paid calling card or a wireless phone to complete calls when you are away from home.

I please do not hesitate to contact me at the number or address provided above should you wish to discuss the options available to you as a VZLD customer.

Sincerely,

Donna Chevannes  
National Executive Customer Service



5-17-2010  
FCC RE: Verizon 56371 application of Long Distance LLC.

Beginning July 1, 2010, Verizon Long Distance will discontinue providing service for pre-paid Calling Cards. I pay .037 per minute with my pre-paid Card. Verizon cost is .157 per minute. Verizon charges me \$3.00 + tax, per month, for this service.

I am an 86½ year old widow on a limited income. This will cause severe hardship for me as my family members live out of state and this is my only method of quick contact.

My Verizon phone bill, as of now, is \$38.98 per month, if I never take my phone off the hook.

I live in a rural area, no internet and etc. Because of my arthritic hands I cannot use a cell phone. I've tried.

I wish to register my complaint with the FCC, in hopes this change will not be allowed.

Thank you

copy on file.



P.O. Box 152013  
HQRC2A01  
Irving, TX 75015

June 3, 2010

Dear

This is in response to your May 17, 2010 letter addressed to the Federal Communication Commission (FCC) expressing concern to the notice of service change effective July 1, 2010 regarding Verizon Long Distance (VZLD) post-paid calling cards.

The VZLD post-paid calling card service is associated with VZLD services. Review of telephone number [REDACTED] indicates that you do not have a post-paid calling card. The notice of service change is not associated with the pre-paid calling card service readily available for consumers to purchase wherever they are sold.

We do apologize for any inconvenience.

Sincerely,

Demetrius Polinick  
National Executive Customer Service



Federal Communications Commission  
Wireline Competition Bureau  
Competition Policy Division  
Washington, DC, 20554

Ref. # 63.71  
May 29, 2010

Unfair Impact to Stopping the Using Pre-Paid Calling Cards

Please do not allow phone companies to discontinue service to those of us holding pre-paid phone cards. This is unfair to those of us on a fixed income. We pay the phone company an average of \$15.00 a month just to have the phone in our house, not including all of the added taxes –

- Federal Excise
- IN USF Surcharge
- State Tax
- Utility Receipts Surcharge
- Telecommunications Relay Services
- Federal Relay Services Fee, etc.

We often need to make phone calls to neighboring counties regarding medical schedules and other inquiries. Just this month, I had to make more ten calls to a heart clinic in the next county regarding a scheduled angiogram. The calling cards are a means of saving money for those of us on fixed incomes. After all, we paid for these phone cards, many of which we bought from phone companies.

Our monthly phone bills were running \$60.00 to \$70.00 per month. By using the calling cards, our phone bill dropped to an average of \$30.00 per month. Forcing customers to use the phone companies long distance service at a much higher rate, from an average of 5 cents a minute to at least 12 cents a minute, is neither fair nor reasonable. We feel that an exception should be made for those of us with medical issues.

A response would be appreciated.

cc: Atty. Rice



P.O. Box 152013  
HQRC2A01  
Irving, TX 75015

June 18, 2010

Dear

This is in response to your May 29, 2010 letter addressed to the Federal Communication Commission (FCC) expressing concern to the notice of service change effective July 1, 2010 regarding Verizon Long Distance (VZLD) post-paid calling cards.

The VZLD post-paid calling card service is associated with VZLD services. The notice of service change is not associated with the pre-paid calling card service, which will remain readily available for consumers to purchase wherever they are sold.

We do apologize for any inconvenience this matter may have caused you.

Sincerely,

Demetrius Polinick  
National Executive Customer Service





5/18/10

Federal Communications Commission  
Wireline Competition Bureau  
Competition Policy Division  
Wash, DC 20554

Gentlemen:

Verizon would like to have everyone pay \$63.71 monthly & cut out customers use of pre-paid cards people buy to cut the cost of having it included in their bill.

I couldn't possibly pay \$63.71. I have \$500.00 after paying my rent for all my living expenses, other bills, and food. Like millions of others in these hard times I will not be able to call anyone long distance - They charge too much.

I am pleading with you not to approve this. It's unfair to millions of people particularly older people. I am 79 yrs old and live alone - I need my phones.

The only thing I have in my home is my TV and a VCR - I don't own a Computer.

In this drastic time of our country being on the brink of financial failure - people losing their homes jobs absolutely not available for

the American people because of illegal immigrants here who have taken millions of jobs away from Americans - and nothing being done by our Government to stop or correct this matter - other jobs being sent to foreign countries. This country is in the worst shape than I have ever seen in my 79 yrs as an American.

That Verizon would ask for this \$63.71 from the American people is Un-American and selfish. They are a wealthy company and only looking to make more money. The hell with the American poor and disabled, old and unemployed.

When are some in the business community and Government going to start looking at Americans in need first and not put all their attention on other countries or Americans putting out Billions across this country to support illegal aliens and their children.

Why can't we put Americans first and try to get our own country straight.

I am again asking you not to approve this for Verizon.

Very truly yours

Phone



P.O. Box 152013  
HQRC2A01  
Irving, TX 75015

June 3, 2010

Dear Mrs. [REDACTED],

This is in response to your May 18, 2010 letter addressed to the Federal Communication Commission (FCC) expressing concern to the notice of service change effective July 1, 2010 regarding Verizon Long Distance (VZLD) post-paid calling cards.

The VZLD post-paid calling card service is associated with VZLD services. Review of telephone number [REDACTED] indicates that you do not have a post-paid calling card. The notice of service change is not associated with the pre-paid calling card service readily available for consumers to purchase wherever they are sold.

We do apologize for any inconvenience.

Sincerely,

Demetrius Polinick  
National Executive Customer Service



Federal Communication Commission  
Wireless Competition Bureau  
Competition Policy Division  
Washington, D.C. 20554

Re: S 63.71 Application of Verizon Long Distance LLC

Gentlemen:

I received my last Verizon bill with a notation on page 4 "Notice of Service Change".

I object to Verizon stopping me and others from using prepaid telephone calling cards. Please refuse to let them stop carrying info from prepaid telephone cards on their Verizon lines. I believe members of our armed services are given these types of cards by different organizations to help them keep in touch with loved ones and friends. College students and others away from home use these cards to maintain telephone contact when they do not have a land line to their room/apartment. *Jobless people can afford better.*

They are valuable to us when we find the regular long distance service too expensive or not convenient to have.

Verizon, and other companies, have been selling these prepaid cards for years. I had an operator to tell me recently to push 2 to add minutes to my card. Why should I do this if they are going to stop this service? Verizon is stacking a number of taxes/charges on our basic service now. Some of which they used to pay. I am billed for those who could not afford a phone or are given a monthly phone to use. Billed for libraries, doctor's offices and such.

Well, I am trying to maintain my budget and keep expenses down. And these cards help me. And allow me to call for medical reasons, to take care of business, and maintain contact with family.

Please deny Verizon's request to stop these prepaid phone cards from being used on their lines.

Sincerely



P.O. Box 152013  
HQRC2A01  
Irving, TX 75015

June 3, 2010

Dear .

This is in response to your May 18, 2010 letter addressed to the Federal Communication Commission (FCC) expressing concern to the notice of service change effective July 1, 2010 regarding Verizon Long Distance (VZLD) post-paid calling cards.

The VZLD post-paid calling card service is associated with VZLD services. Review of telephone number [REDACTED] indicates that you do not have a post-paid calling card. The notice of service change is not associated with the pre-paid calling card service readily available for consumers to purchase wherever they are sold.

We do apologize for any inconvenience.

Sincerely,

Demetrius Polinick  
National Executive Customer Service





May 24, 2010

Federal Communications Commission  
Wireline Competition Bureau  
Competition Policy Division  
Washington, DC 20554

Reference: 63.71 Application of Verizon Long Distance LLC

Dear Commission Members,

I received a notice from Verizon that they propose to discontinue service for calling cards (see the attached copy of my bill.)

When I am away from home, I sometimes have to make a long distance call. I am able to do this by using my telephone calling card, which I have had for many years—first with GTE and now with Verizon.

I don't know how I could receive this service or a reasonable substitute from another carrier. I cannot imagine standing at a pay phone and dropping in coins to make my calls—there are hardly any pay phones around any more!

This would be a terrible hardship for me, and probably many others.

Please deny this application.

Thank you for your consideration of my letter.

Very truly yours,

cc: Senator Barbara Boxer  
Senator Diane Feinstein  
Congressmember Laura Richardson  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Consumer Complaints  
445 12th Street, SW  
Washington, D.C. 20554

Scott Marshall  
Designated Federal Officer of the Committee  
Consumer Advisory Committee  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Charges by Service Provider**

Voice Services  
TV Services  
Internet Services  
Specials and Promotions  
Taxes, Fees & Other Charges  
Other Providers  
**Totals**

**Need-to-Know Information****Important billing information**

When you provide a check, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process this transaction as a check. If you wish to be excluded from this process, please call 1-888-500-5358. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution.

**Bankruptcy Information**

If you are subject to pending bankruptcy proceedings or if you received a bankruptcy discharge, and if this statement includes charges for service prior to the filing of your bankruptcy petition, Verizon is providing the pre-bankruptcy charges for your information only and you should not pay those pre-bankruptcy charges. Please direct all correspondence concerning any bankruptcy to 404 Brock Drive, Bloomington, IL 61701.

**Credit Reporting**

This is a required legal notice. If you fail to pay your bill, Verizon may submit a negative credit report to a credit reporting agency, which will negatively affect your credit report.

**Changes in Federal Charges Beginning on or about April 1, 2010**

Effective on or about April 1, 2010, the Federal Subscriber Line Charge may change on your main phone line and on any additional phone line. This charge helps pay for the costs of providing and maintaining the local network.

In addition, your Federal Universal Service Fund (FUSF) fee may change effective on or about April 1, 2010. The FUSF fee recovers the cost of Verizon's contributions to the FUSF, which provides funding for programs to keep local telephone rates affordable for all customers and to provide discounts to schools, libraries, rural health care providers and low-income families. This charge is not applied to Lifeline, except for the FUSF fee on incidentals.

**Verizon Reads**

If you have checked the box on the first page of your phone bill or called your local business office and signed up to be a Literacy Champion, a tax deductible \$1 donation will be included monthly in the Verizon section of the bill. Contributions will benefit Verizon Reads Inc. Verizon Reads Inc. is a nonprofit corporation created by Verizon Communications Inc. to administer a nationwide fund-raising program to support literacy programs. Verizon Reads Inc.'s principal source of revenue is money contributed by the general public. Even if you check the box or call the local business office to sign up, you are not required to pay the literacy donation. Phone service will not be terminated if you do not contribute. To discontinue your literacy donation, call the phone number listed on page 2 of your bill.

**Notice of Service Change**

Beginning July 1, 2010, Verizon Long Distance will discontinue providing service for Calling Card (post-paid calling cards), Personal Toll Free Service (personal toll free number for incoming calls to be billed to your account) and Away From Home Services (combination of Calling Card and Personal Toll Free Service). As of this date, calls will no longer be completed in all fifty states and the District of Columbia using these services. Effective immediately, changes to your account may deactivate these services. We apologize for any inconvenience this may cause. If you have additional questions, please call 800-483-9500 for calling card and 888-640-7467 for Personal Toll Free Service. FCC Required Notice: The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. Address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 63.71 Application of Verizon Long Distance LLC. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service. Verizon Long Distance - 1320 N. Courthouse Rd; 6th floor; Arlington, VA 22201.



P.O. Box 152013  
HQRC2A01  
Irving, TX 75015  
888-483-7770

June 18, 2010

Dear

This letter is in response to your May 24, 2010 letter addressed to the Federal Communication Commission (FCC) expressing concern over the notice of service change regarding Verizon Long Distance (VZLD) post paid calling cards.

Unfortunately, VZLD will no longer be providing post paid calling cards to our customers effective July 1, 2010. As an alternative to our post paid calling card, Verizon suggests using a pre-paid calling card to complete calls when you are away from home.

We do apologize for any inconvenience this matter may have caused you. Please contact me at the number or address provided above should you wish to discuss the options available to you as a VZLD customer.

Sincerely,

Demetrius Polinick  
National Executive Customer Service



June 1<sup>st</sup> 2010

I am sending to you a copy of what was on my Verizon phone bill - the pre paid calling cards info - I am a senior on a fixed income and use the cards to save money - I called Verizon and all they could tell me was if I had cards to use them before July 1<sup>st</sup> - I had purchased a special on 5/12/10 from Rite-Aid of a calling card for \$84<sup>00</sup> and took it back to Rite Aid - they said no refunds and are still selling the cards and not telling people you can't use them after July 1<sup>st</sup> - A lot of seniors use the cards and I think we should have been warned and given more time to use what we have - please do not let Verizon do this -

Verizon 6371

## Need-to-Know Information

### Bankruptcy Information

If you are subject to pending bankruptcy proceedings or if you received a bankruptcy discharge, and if this statement includes charges for service prior to the filing of your bankruptcy petition, Verizon is providing the pre-bankruptcy charges for your information only and you should not pay those pre-bankruptcy charges. Please direct all correspondence concerning any bankruptcy to PO Box 3037, Bloomington, IL 61702.

### Notice of Service Change

On or after 7/1/10, Verizon and Verizon Long Distance will discontinue providing service for Calling Card (post-paid calling cards), Personal Toll Free Service (personal toll free number for incoming calls to be billed to your account) and Away From Home Services (combination of Calling Card and Personal Toll Free Service). As of this date, calls will no longer be completed in all fifty states and the District of Columbia using these services. Effective immediately, changes to your account may deactivate these services. We apologize for any inconvenience this may cause. If you have additional questions, please call the business office number on your bill.

FCC Required Notice: The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. Address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 63.71 Application of Verizon Long Distance LLC. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service.

Verizon Long Distance - 1320 N. Courthouse Rd; 6th floor; Arlington, VA 22201

### New My Verizon Site Is Here

Check out the new My Verizon website! Pay your bill, read your email & many new exciting Verizon activities. All from one easy-to-use place. Log on to myverizon.com to check it out and see all the great things you can do with just a few clicks.

### Closed Captioning Concerns or Complaints?

If you are having a concern with closed captioning on a program you are currently watching, you may contact Verizon at 1-888-553-1555, via email at [videoclosedcaption@verizon.com](mailto:videoclosedcaption@verizon.com), or via facsimile at 1-888-806-7026. If you have a written closed captioning complaint, you may write to us at Verizon, PO Box 33052, St. Petersburg, FL 33733 Attn: Valerie DeCastro, Manager, fax 1-888-806-7026, or via email at [videoclosedcaption@verizon.com](mailto:videoclosedcaption@verizon.com).

### Notice of Service Change

Pending Commission approval, effective 7/1/10, Verizon will discontinue providing post-paid Calling Card service to its local exchange and long distance residential and small business customers. As of this date, calls will no longer be completed in all fifty states and the District of Columbia using Verizon local and long distance calling cards. Effective immediately, any changes made to your account may also deactivate the calling card services. We apologize for any inconvenience this may cause. If you have additional questions, please call 1.800.VERIZON.

*Plc  
can no longer use  
after July 1st  
cards*



P.O. Box 152013  
HQRC2A01  
Irving, TX 75015

June 18, 2010

Dear ,

This is in response to your June 1, 2010 letter addressed to the Federal Communication Commission (FCC) expressing concern to the notice of service change effective July 1, 2010 regarding Verizon Long Distance (VZLD) post-paid calling cards.

The VZLD post-paid calling card service is associated with VZLD services. The notice of service change is not associated with the pre-paid calling card service, which will remain readily available for consumers to purchase wherever they are sold.

We do apologize for any inconvenience this matter may have caused you.

Sincerely,

Demetrius Polinick  
National Executive Customer Service





Federal Communications Commission  
Wireline Competition Bureau  
Competition Policy Division  
Washington, D.C. 20554  
Reference: 63.71 Application of Verizon Long Distance LLC

Sir:

My May Verizon telephone bill contained a notification (in small print and in the back of the bill which was noticed only by accident; I feel most customers will not see it) that calling card, personal toll free service and away from home service will be discontinued. I can only guess as to what this means to me.

Presently I have an IDT prepaid phone card which I began using around 2004 after Verizon started charging me a monthly fee because I did not make enough long distance calls. I complained and they dropped the fee, but raised my long distance rates (at the time there was no mention of their unlimited calling plans). Not knowing any better, I started using the calling card (my first card expired because I failed to make enough calls during the 12 month card life. My current card was bought in January 2010 and I have not used it to date.

During 2009 I made a total of 12 long distance calls to relatives in Washington State and Florida (my bother's widow) and to friends in Texas and North Carolina. I also made several out-of-area calls to a friend I no longer see and to businesses seeking help with problems caused by a missing leg. So far this year I've made three calls (Texas, North Carolina and Florida). Next year advancing age of the people I call will end the need to call one or more of these locations.

During April 2007 Verizon again started charging for not making enough long distance calls and I again complained and was told the charge would be dropped. During August 2007 I filed a complaint with the Maryland Consumer Protection Division because I kept being falsely told that the charge would be dropped and then being told there was no record of my previous calls. I was told to contact the Maryland Public Service Commission (PSC).

During November 2007 I submitted the problem to the PSC. I wrote my last letter to them during March 2008 and informed them I felt I wasted my time talking to them because they referred me back to Verizon where I was told the charge would be dropped if I signed up for their unlimited long distance calling plan before being told to call the same people I started with in April. I then had to contend with the same response (the charge would be cancelled and then there was no record of my call when the charge remained). My last contact with Verizon was a February 2008 e-mail to a poor Verizon customer service person who promised satisfaction and made the mistake of giving me

his e-mail address. He stopped talking to me after telling me he was not getting any cooperation from his own company.

On 29 February 2008 I started writing to the FCC. I wrote my last letter to the FCC during June 2008 because the results were identical to what the Maryland PSC produced – Verizon saying the charge would be stopped if I bought their much more costly unlimited calling plan followed by again talking to people saying they had no record of previous calls. I started another letter to bring my complaint to a higher level while informing Verizon I would withhold further payments of the charge while the matter was still being discussed. Verizon notified me they would stop charging me and would refund the payments I had already made and they limited my long distance to calling card only. I ended my letter writing mainly because it was becoming too difficult to handle at a time I had to contend with a missing leg.

The fact that Verizon wasted my time in their effort to either force people into higher-priced plans or force them to look elsewhere for service was, I felt, still a matter that should not be ignored.

As for this latest problem, if I can't use my calling card, I will not use long distance because there will be the higher cost to locate a provider in addition to the drain on my system.

I would like to suggest that there will be people who did not see Verizon's notice, and there will be people like me who will be too tired to do anything. Also it may force people into the Verizon unlimited calling plans which would be less fair to a single individual than to a household of ten people who would tend to make more calls.

I had been told some years ago by Verizon that the law requires that I have long distance service (someone had told me AT & T said the same thing). If this is true, please change the law.

I use toll free numbers for various things. If Verizon is allowed to end all toll free calling, someone should be jailed.

Verizon suggested sending comments to you if I was uncomfortable with these possible changes.

Yours truly,



P.O. Box 152013  
HQRC2A01  
Irving, TX 75015

June 18, 2010

Dear

This is in response to your May 26, 2010 letter addressed to the Federal Communication Commission (FCC) expressing concern to the notice of service change effective July 1, 2010 regarding Verizon Long Distance (VZLD) post-paid calling cards, personal toll free service and away from home service.

The VZLD personal toll free service is associated with VZLD services. The notice of service change is not associated with your ability to make outbound toll free calls. The personal toll free service is one that allowed an individual to obtain a toll free number so that other people from other locations could call that individual toll free. This change will have no effect on you being able to call the types of toll free numbers you mention in your letter.

We do apologize for any inconvenience.

Sincerely,

Demetrius Polinick  
National Executive Customer Service



Bristol, Indiana  
10 June 2010

Competition Policy Division  
Wireline Competition Bureau  
U. S. Federal Communications Commission  
Washington, D. C. 20554

I am writing in reference to the Art. 63.71 Application of Verizon Long Distance, LLC, and Verizon's desire to discontinue Calling Cards (telephone credit cards).

I oppose the proposed discontinuance. In the absence of phone company credit cards callers are at the mercy of private pay-phone companies in many areas.

A year ago I had occasion to make use of such pay-phones, using a regular credit card, in Chicago Union Station and at a bus terminal in Rockford, Illinois. Both calls were to Cross Plains, Wisconsin, less than 160 miles away. The charge for one of these calls was approximately \$45 and for the other approximately \$30. Both calls were for durations of 2-5 minutes. These charges are not exaggerations and were also unbelievable to me when I received them.

Consumers should not be subject to unexpected charges for such a common service. The availability of the charge card from the regulated phone company is needed and reasonable.

I have been attempting to obtain a calling card from Verizon for the past year. I wonder if they have been dragging their feet on my request in order to present this as a service that has little demand.

Yours truly,



P.O. Box 152013  
HQRC2A01  
Irving, TX 75015  
888-483-7770

June 18, 2010

Dear

This letter is in response to your June 10, 2010 letter addressed to the Federal Communication Commission (FCC) expressing concern over the notice of service change regarding Verizon Long Distance (VZLD) post paid calling cards.

Unfortunately, VZLD will no longer be providing post paid calling cards to our customers effective July 1, 2010. As an alternative to our post paid calling card, Verizon suggests using a pre-paid calling card to complete calls when you are away from home.

We do apologize for any inconvenience this matter may have caused you. Please contact me at the number or address provided above should you wish to discuss the options available to you as a VZLD customer.

Sincerely,

Demetrius Polinick  
National Executive Customer Service